



Meeting Summary
Standards Committee Meeting
5/13/2014
Governors Crime Commission
1201 Front St.
Raleigh, NC
10:00 AM – 1:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guest</u>
Laura Sykora, Chair	Richard Taylor	
John Letteney	Richard Bradford	
Jimmy Stewart	David Dodd - phone	
Carson Smith	Tina Bone	
Barry Furey	Dave Corn	
Jim Soukup		
Greg Foster		
Jonathan Bledsoe		
<u>Members Absent</u>	<u>Staff Absent</u>	
Margie Fry		
Tommy Cole		
Wayne Cyrus		
Joe Gurley		
Christy Shearin		
Donna Wright		

Opening

Laura Sykora opened up meeting at 10:11 am. She thanked and welcomed everyone.

Standards Enforcement Committee Discussion

Laura Sykora asked how the enforcement committee would like to proceed. The committee had not received the Rules document. The Rules document is on the screen for everyone to see, but Dave Corn suggested not going through the entire document. Richard Bradford commented on eligible

expenditures list and explained how the list and rules are different. Dave Corn talked about some of the operations and management information that is in the Standards document. Barry Furey talked about an annual report to the board or a PSAP visit to scrutinize paperwork. Sheriff Carson Smith commented about a general inspector that goes around once a year. He also talked about the DCI compliance audits and Sheriff Standards.

Richard Bradford explained some of the restructuring of the rules. Jeff Dulin asked if we were going to standardize dispatch time etc. Richard Bradford stated that was addressed in a different part of the rules. Sheriff Carson Smith stated we don't need to get into the weeds; we need to figure out how to enforce them. Once the rules are put out how are we going to make sure the PSAPs comply? Chief Letteney stated that the language was important. Richard Bradford said we need to have two paths; statute doesn't change. The other, the statute does change per the draft that we submitted. So from those two viewpoints what is the recommendation; the approach of enforcing the rules.

Chief Letteney stated that the ultimate goal is to partner with the PSAPs to get them up to standards. Laura Sykora asked how do we know when a PSAP is out of compliance? What is the impact on the funding when a PSAP is out of compliance and how quickly can the process encourage change to be back in compliance. Sheriff Smith stated that a smaller document with things that need to be checked off should be implemented. If they are not in compliance then we give them a certain number of days to get in compliance. If they still aren't in compliance then we need to decide about withholding funds. Dave Corn stated we need some flexibility in the policy when it comes to PSAPs that are in a consolidation process. Sheriff Smith agreed that an action plan would be acceptable. Chief Letteney stated there are two ways that the Board would know if a PSAP was not in compliance; an inspection or by report. Laura Sykora talked about weighting grant applications and once a PSAP asks for help, then maybe that becomes a number one priority for grant applications coming in. Laura Sykora recapped; we have the inspection track and self-reporting track.

Laura Sykora asked if our next step would be a checklist. Dave Corn said you don't need to know what the checklist is to define the compliance process. Sheriff Smith agreed. Chief Letteney stated we need to figure out who the inspector would be and we don't need a checklist to do that. Jim Soukup said if a PSAP can demonstrate they are in compliance, do we have to physically go to that PSAP? Richard Taylor agreed with comments, but thinks that is what our goal should be. Right now, just asking equipment questions does not receive reliable answers; you'd be surprised the answers we received on the statewide survey.

It was suggested that in the first year or two, as the process is getting started it will probably require somebody or group going out and doing assessments and require some hand holding. Staff should not be doing a lot of the inspections. A better plan is look at it more as peer groups. Barry Furey cautions this way of doing it may produce poor results. CALEA uses groups from outside of the state. Richard Taylor stated we need to build a level of trust within our state and the PSAPs. We're all in this together. Jonathan Bledsoe stated that some of the PSAPs are scared. He does believe that someone needs to be inspecting the PSAPs. Dave Corn asked if NC NENA could put together a peer group and Jonathan Bledsoe stated he was sure they could. Sheriff Smith thinks the inspector should work for the 911 Board and not be a peer group. Sheriff Smith thinks an incentive should be if a PSAP passes the inspection then it shouldn't need to be inspected the following year; they would get to skip a year. Sheriff Smith believes we should have a tiered way of doing things. For instance, a basic inspection would cover certain aspects and a higher level inspection would cover more and possibly different aspects of PSAP operation. Jeff Dulin asked if we had anything now where the board requires a report on actual call processing times. Dave Corn stated we do call answer times right now, but not call

processing times. Laura Sykora, do we need to document, think about, talk about it for our next meeting? Sheriff Smith asked if the board had resources to do the inspections or would we truly need a peer group.

Chief Letteney believes that a PSAP that is inspected should be inspected by folks who have similar PSAPs. Laura Sykora wants to prioritize where we visit by the ECaTS reports. Chief Letteney believes that picking the lowest performers would be the best bang for the buck, but we do need to be able to answer why we picked so and so first. Richard Bradford said part of what he will do is to try to remove pejorative language so that we're not targeting somebody in stating they are low performing and that's why they were picked. Prioritizing is obviously necessary. Part of the determination should be self-reporting. It would be necessary for the reviewers to have direction on seeing a number of different PSAPs. The explanation of what an auditor is going to do needs to be written down, he does not believe ECaTS should be the only reason why someone is inspected.

Dave Corn wants a process in place so that by the time it gets to the 911 Board, the PSAP has had quantifiable documented chances to correct the problem, He wants the issue to be as cut and dry as possible for the Board. The 91 Board in a monthly meeting should not have to rehash the specific detail of the performance issues in the PSAP. Richard Bradford said it's true that there isn't anything that addresses the timeline and thinks the committee needs to figure out how that time frame would be determined. Jonathon Bledsoe asked if these inspections were for the Primary PSAPs and the funded Secondary PSAPs. Richard Taylor stated yes.

Richard Bradford asked if the group was in favor having staff accept a remediation plan; my suggestion is yes. Laura Sykora doesn't think the board should get involved immediately; staff should handle the issue and bring in the Board as the last part of a well defined process. Dave Corn asked if there is an appeal process who should it go to? Greg Foster also believes it should be a two-step process of appeals...first the committee and then the Board. Sheriff Smith asked when compliance issues go through all of the processes, how do we decide the amount of funding to withhold? Laura Sykora doesn't know because some equipment is more pertinent than other equipment. Sheriff Smith asked is there any mechanism in place or does it go directly to the 911 Board? Laura Sykora thinks the Standards Committee should make that recommendation. Richard Bradford suggested several kinds of measures to use.

Laura Sykora stated we can marinate over the notes from today and discuss at next meeting.

Rules Update

Richard Bradford is still trying to schedule a meeting with the Rules Committee. Dave Corn went through and suggested minor changes in the document and simplified some of the language. We are making progress even though it doesn't appear that we are.

Laura Sykora asked when would an appropriate time be to begin working on a checklist? Richard Bradford believes now is a good time to begin.

Upcoming Meeting Schedule

July 16th, 2014 10:00 – 1:00 PM

Adjourned at Noon